

LINK+ FAQ's

How long does a LINK+ request take?

The time between making a request for an **available** item and receiving it at the Hayward Public Library is approximately 4 working days. It will then be held for you at the Checkout Desk for 10 days. If you do not pick it up, it will be returned to the lending library.

How long may I use a LINK+ item?

Materials are loaned for a period of 21 days with one 14 day renewal possible.

What happens if material is returned late or is lost?

The overdue fine for items returned after the due date is **\$1.00** per day per item. Replacement cost for lost or damaged LINK+ items is **\$115.00** per item.

Are there a maximum number of items I can request at one time?

Borrowers may have 15 LINK+ transactions (requests and checkouts) at any one time.

How can I check on the status of a LINK+ request?

You may monitor the status of a LINK+ request by going to the Online Library Catalog and clicking on the "View Your Record" button. When the status is listed as "LINK+ RECV'D" the item is ready for you to pick up. The address for access from outside the library is:
www.library.ci.hayward.ca.us

What if an item is not listed in LINK+?

If LINK+ cannot fill a request, you may submit a traditional request through the library's Interlibrary Loan Service. Forms are available at the Information Desk. There is a \$1.00 per item charge for Interlibrary Loan Service.

Which Libraries Participate in LINK+?

Public Libraries

Hayward Public Library
Alameda County Library System
Livermore Public Library
Mountain View Public Library
Pleasanton Public Library
Santa Clara Public Library
San Jose Public Library

Academic Libraries

Alliant International University
Azusa Pacific University
Cal Poly, Pomona
Cal Poly, San Luis Obispo
The Claremont Colleges
CSU Fullerton
CSU Hayward
CSU Long Beach
La Sierra University
Loma Linda University
Loyola Marymount University
Mission Community College
Occidental College
Point Loma Nazarene University
Saint Mary's College
San Diego State University
San Francisco State University
San Jose State University
Santa Clara University
Sonoma State University
University of La Verne
University of Nevada, Reno
University of San Francisco
West Valley Community College
Whittier College

New members are added frequently